

## CLAIMS

1. A process learning aid comprising:
  - an integrated tool including a model of a business process wherein the business process includes stages defined by a series of roles and tasks linked to an application system defined by an interface, content and
  - 5 scenarios wherein the business process defines the progression of information by the series of roles and tasks; wherein the series of roles and tasks of the business process is supported by guidance from the integrated tool wherein selected portions of the integrated tool are accessed wherein steps of the business process are identified and defined in the model and wherein a
  - 10 scenario provides instruction through the content which defines the roles and demonstrates the actions necessary to complete the tasks through at least one of graphical, audio or textual materials via the interface.
2. A process learning aid comprising:
  - an integrated tool including a model of a business process wherein the business process includes stages defined by a series of roles and tasks linked to an application system defined by an interface, content and
  - 5 scenarios wherein the business process defines the progression of information by the series of roles and tasks; wherein the series of roles and tasks of the business process is supported by guidance from the integrated tool wherein selected portions of the integrated tool are accessed wherein steps of the business process are identified and defined in the model and wherein a
  - 10 scenario related to a process function provides instruction through the content which defines the roles and demonstrates the actions necessary to complete the process function tasks through at least one of graphical, audio or textual materials via the interface; the scenario including a task stage and an action stage wherein the action stage includes a cross functional link from the
  - 15 process function to a supplementary function, the supplementary function supporting the process function and being outside the process function tasks.

3. A process learning aid comprising:

- an integrated tool including a model of a business process wherein the business process includes stages defined by a series of roles and tasks linked to an application system wherein the business process defines the progression of information by the series of roles and tasks; wherein the series of roles and tasks of the business process is supported by guidance from the integrated tool to guide a learner through a task to achieve a result required by the business process; wherein selected portions of the integrated tool are accessed wherein steps of the business process are identified and defined in the model which provides the option of selecting process function categories or related supplementary function categories wherein the process function categories each include a series of stages the stage's roles and tasks defined by the business process and explained by through task scenarios supported by the application system, a task scenario including an action scenario that demonstrates an action type required by the business process the action scenario providing guidance through graphical, audio and textual materials via an interface.